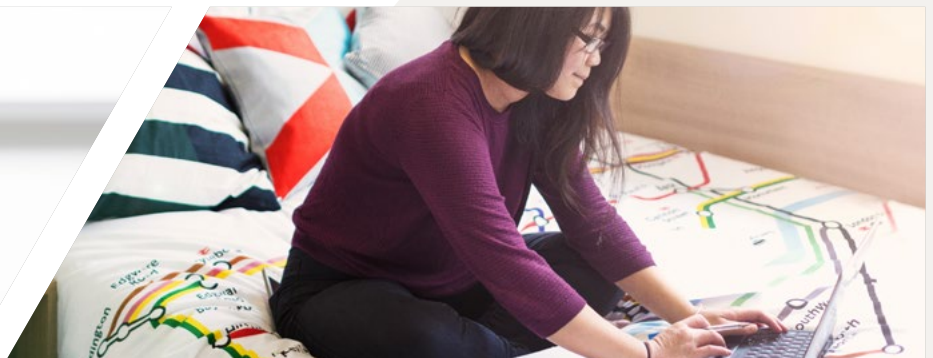


Clean+

How we are helping control the spread of COVID-19



We have adapted our properties and our ways of working to ensure COVID-19 risks are minimised

These are the things we will do for every customer, across every property to provide a safe and secure environment for our customers and staff.

- Provide hand sanitising stations in all receptions and welcome areas.
- Install customer service screens in reception areas to protect students and staff.
- Follow Public Health England guidance on social distancing, hand washing and PPE to adjust our processes and procedures.
- Identify way-markers to promote social distancing practices throughout all properties, based on government guidelines.
- Ensure all high-touch points in communal areas are frequently sanitised.
- Provide all our staff with extra training and guidance to help keep students safe and secure and, of course, protect colleagues.
- Display clearly visible guidance posters and signs to act as reminders about social distancing and frequent hand washing .
- Our Clean+ six-stage cleaning and inspection process will be implemented across student rooms in all properties.
- All staff will wear full PPE when cleaning and sanitising bedrooms, kitchens and bathrooms before new students arrive.

Our six stage inspection and cleaning process



1

Check-out inspection



2

Bag & Bin



3

Deep clean



4

Inspection & Maintenance



5

Sparkle clean



6

Water flushing



COVID-19: Our response

- We were the first in the sector to cancel rental payments for any students who did not wish to return for the third term of the 2019/20 University year. We also offered free extensions on the 2019/20 academic year for those stuck during the lockdown.
- We put in place a **welfare support scheme** for students unable to go home during the lockdown.
- Moving forward, we are providing as much **flexibility** as possible for students. This includes flexible booking dates to reflect evolving university start dates and the ability to move bookings to another city if students change universities. In the event that a university change is to a city where there is no Unite accommodation, or a student needs to defer this year, we will do all we can to ensure students aren't disadvantaged.
- We've also **adapted** some of our regular services to help make everyday life a little easier, which we know can often make the difference to a student's general wellbeing. This year we are welcoming students with a digital check-in to help reduce physical contact.
- Where students need to quarantine having arrived from a Covid-restricted area, we will allow them to check-in early, at no-extra cost so they don't miss that crucial start to the new academic year.
- We also **connect** our students via our MyUnite digital app before they move in so they can get to know each other reducing the nerves around moving in with complete strangers.
- To help foster a sense of community, we've also introduced a **Home Charter**, designed to help foster a healthy supportive living environment for those living inside and around our properties in our wider community.



Our purpose is to provide a Home for Success. This means providing a safe and secure home which is affordable and helps students to realise their academic potential while enjoying student life.

At a glance - some key stats



We are the largest provider of student accommodation in the UK



We are the only PBSA provider to be accredited with a 5-star rating by the British Safety Council



Each year we provide a secure home to some 76,000 students



We have 177 buildings across 27 cities



Students living in **Purpose-Built Student Accommodation (PBSA)** are **26%** more likely to report top grades and almost **twice** as likely to be 'very satisfied' with their physical health

(NUS Homes Fit for Study 2019 report)

